

Serve Up:

7 Qualities of a Collaborative Culture™ in Healthcare

Training | Consultation



Given the interdependency and complexity of healthcare, it's no longer enough to just focus on improving the patient experience. Building a collaborative culture is the only way to become and sustain being both a Provider and Employer of Choice. There are many moving parts to such a dynamic, constantly changing culture. This organization-wide process makes a significant impact on patient satisfaction, employee engagement, leadership effectiveness and accountability. All of which improves not only employee retention, patient loyalty and the bottom line, but fuels a powerful competitive advantage in today's marketplace.

Objectives

This dynamic annual improvement process is designed to educate and equip healthcare organizations to develop or enhance a collaborative culture of excellence in which:

- Leaders have a clear understanding of the organization's strategic focus.
- Employees are actively involved and committed to the success of the organization.
- Departments/teams are cohesive, efficient, synergistic and aligned.

Format

Collaborative Culture Assessment™ – identifies how your talent currently does the job, feels about the company and offers suggestions for making a difference in the workplace.

Leadership Development Series™ – provides all leaders and managers the essential skills to engage and inspire today's workforce.

Excellence in the Workplace Series™ – experiential learning for all employees to develop the confidence, courage and consistency to always exceed patient expectations.

Collaborative Culture Series™ – joint training with leadership and employees, ideally as teams to strengthen trust, commitment, accountability and resolve conflict.

Ideal Size

Healthcare organizations of any size

Length

Each year's schedule has a number of on-site training, webinars, and an annual assessment.

Agenda

The learning process and best practices support these seven qualities of a collaborative culture:

Clarity - aligns with mission, vision and values

Code - honors a standard of behavior

Creativity - uses innovative problem solving

Consistency - hardwires best practices

Coaching - encourages peak performance

Conflict - promotes productive resolution

Celebration - recognizes and rewards success

Target Audience

Each series is specifically designed for leadership, employees, and/or providers.

Typical Uses

Organizational development, cultural architecture, strategic planning, leadership, team and talent development.

Material Options

Online assessments, reports, training materials and other handouts will be designed and distributed for each component of the process.